

Business Services Online Tutorial: Overview

Business Services Online offers a variety of business services via the Internet. You can access Business Services Online by pointing your browser to www.ssa.gov/bso/bsowelcome.htm. Or, you can select Business Services Online from the Employer Services home page (www.ssa.gov/employer).

Business Services Online is secured with a 128-bit version of Secure Sockets Layer (SSL). This encryption is the level of protection used for most of your Internet communications, including credit card use and financial transactions.

Your browser must be set to 128-bit encryption in order to use the features of Business Services Online. If your browser does not support 128-bit encryption, refer to the Help information within your browser for specific instructions on how to upgrade to 128-bit encryption. If you require additional assistance, please contact our Business Services Online customer support staff at 1-800-772-6270 or TDD/TTY 1-800-325-0778.

Overview of Business Services

1. Registration

Description: Allows you to register for a Personal Identification Number (PIN) and password, Update registration information, Change password, and Deactivate Personal Identification Number.

2. Submit a Wage File

Description: Service that allows you to upload Magnetic Media and Electronic Filing (MMREF) formatted data files. Please refer to the Business Services Online (BSO) Handbook for Tax Year 2002 for additional information on preparing the MMREF formatted data files. You may also upload a test file, a resubmission data file, and a reconciliation file.

3. W-2 Online

Description: Services that allow you to manually create up to 20 W-2s. You may print the W-2 prior to submitting the wage data to SSA. The data file can be saved to your computer.

4. View Status/Errors/Notices

Description: Service that allows you to view the status of your submissions. Submission errors and notices can also be viewed online.

5. Acknowledge Resubmission Notice

Description: Service that allows you to acknowledge your resubmission notices online.

6. Request Resubmission Extension

Description: Service that allows you to request a 15-day extension online if you receive a request to resubmit your file.

7. Social Security Number Verification Service

Description: Service that allows employers to verify the Social Security Numbers (SSN) of their employees.

8. Internet Representative Payee

Description: A pilot program that allows selected institutional representative payees to complete the Representative Payee Accounting Form SSA 623 online.

9. Contact SSA

Description: Service that allows you to send an email message to the Business Services Online customer support teams and the Employer Services Liaison Officers (ESLOs).